

Division of Vocational Rehabilitation (DVR)

Technical Specifications: Job Development Services

(Effective July 1, 2004)

A. Service Definition:

Job Development refers to services to develop job openings through direct employer contacts for DVR consumers seeking employment who need assistance in their job search. Job Development contracts will supplement and enhance services currently being provided by DVR's counseling staff or available to the general public in Job Centers.

Job Development services must be provided in a manner clearly supporting the philosophy of the Rehabilitation Act of 1973, as amended, emphasizing consumer choice and person-centered planning.

The individuals to be served will need extensive assistance in obtaining and maintaining competitive employment commensurate with their presenting vocational, social, psychological, and medical conditions, and consistent with their abilities and skill levels.

B. Applicable National Standards:

The Commission on Accreditation of Rehabilitation Facilities (CARF) Behavioral Health Standards Manual 2001-2002 is a general reference for the development of process standards.

C. Process Standards:

1. Job Development Plan:

- a. Prior to the first Job Development staffing, DVR staff provides pertinent information to the vendor from the DVR case file including the IPE long-term employment goal.
- b. The DVR staff, provider, and consumer jointly participate in a Job Development staffing. This staffing is held at any mutually agreeable site that permits all participants to attend.
- c. At the Job Development staffing, the consumer decides whether the provider is acceptable and the provider declares whether they accept the consumer for services.
- d. If the referred consumer is accepted, the Individual Job Development Plan is developed with the consumer at this meeting.

2. Job Development:

- a. Job Development activities are performed under the Division of Vocational Rehabilitation name. The Job Developer will represent their services to the employing community as a contractor for the Division of Vocational Rehabilitation.
- b. Provider systematically secures job opportunities for the authorized consumer using all appropriate resources to include Job Center services such as resume writing, job seeking/keeping workshops or other employment preparation services as needed.
- c. Provider directly contacts employers on behalf of the consumer and DVR to obtain information on job openings and to develop jobs for the consumer.
- d. Provider conducts on-site job analysis, assists employer in identifying, modifying, and eliminating environmental barriers and provides for rehabilitation engineering consultation as appropriate.
- e. Provider, in cooperation with the DVR staff, educates employers about disability related issues, including pertinent legislation.
- f. Provider networks with DVR staff and other community agencies in the service area to coordinate contacts with employers.

3. Hire -- A hire is defined as follows:

- a. The consumer is accepted for employment by the employer, agrees to start on the job and a start date is established.
- b. A hire must be in "competitive employment": Work in an integrated setting for which the consumer is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer.
- c. The vendor was actively involved in assisting the consumer in obtaining the job.
- d. A job in which the consumer is working in seasonal or temporary employment is not considered acceptable unless mutually agreed to by the consumer, DVR staff and provider.
- e. Provider will not place DVR consumers as replacement workers in businesses where there is a strike in progress.

4. Placement -- A hire becomes a "Placement" if the consumer remains at least 90 calendar days on the job and the situation meets the following DVR criteria for an appropriate employment outcome:

- a. Employment in the most integrated setting possible.
- b. Employment that is consistent with the person's interests, strengths, resources, priorities, abilities, concerns, capabilities, and informed choice.
- c. Employment that can be maintained as well as offering benefits and long-term work opportunities.
- d. Employment in which compensation is commensurate with community and occupational standards.
- e. Employment that accounts for immediate and long term ramifications of the consumer's disability and does not endanger the consumer or others.
- f. Employment in which there are opportunities for growth and advancement.
- g. Employment outcome that relates to services provided and the IPE long-term employment goal.
- h. Consumer, DVR staff, and provider agree that the employment is satisfactory and that the consumer is performing well on the job.

If problems require resolution to meet appropriate employment outcome criteria, the 90-day time period may be extended as long as necessary to correct the situation. Provider or DVR will not credit placement until all involved agree that a successful outcome has been achieved.

5. Follow-up:

Follow-up, including periodic, on-site employer and individual contact is made by the provider to ensure suitability of the job. Direct contacts with the employer are made during the first week of employment and again at least 30 days, 60 days, and 90 days post hire. The results of each contact are to be reported to the DVR staff.

Follow-up may also include making recommendations for necessary ancillary services to maintain employment such as work clothing or other unanticipated job related goods or services that DVR may purchase for the consumer. Communication and coordination with the authorizing DVR staff is essential in this process.

Social Security Job Retention Services:

For consumers who are SSDI and/or SSI recipients and are working an established amount above the Substantial Gainful Activity level, the provider is expected to continue with job retention services. Job retention services include a minimum monthly contact with the consumer to verify continued earnings and satisfactory work situation plus any intervention necessary to maintain their current job or locate a similar job should the first job end. Milestone payments for job retention will be paid at three (3), six (6), and nine (9) months of employment above Substantial Gainful Activity.

D. Outcome Standards:

Job Development services will be paid for based on outcomes. Fifty percent of the fee is paid upon hire while the other 50% is paid at placement. In addition, there are fees paid for job retention services for milestones achieved with Social Security recipients as described in the DVR Contract Fee Schedule.

E. Reporting Standards:

The following reports are required of all providers:

1. **An Individualized Job Development Plan is developed with each consumer at a Job Development staffing in which the consumer, DVR staff and provider jointly participate. This plan reflects the following:**
 - a. Job objective (which relates directly to the IPE long-term employment goal).
 - b. General program in consumer goals.
 - c. Expected outcomes.
 - d. Performance indicators.
 - e. Specific timelines for all elements of the plan.
 - f. The specific services to be provided.

A copy of the plan is submitted to the authorizing DVR staff within 10 workdays of the Job Development staffing. Their signatures acknowledge the responsibilities of the Consumer, Provider, and DVR staff.

2. An electronic progress report is submitted to the DVR staff no later than 10 workdays after the close of each 30-day period in which the consumer is authorized. The monthly progress report includes, but is not limited to, the following information:
 - a. Employer related activities by the provider on behalf of this consumer during the past month.
 - b. Names of employers contacted, outcomes and dates of contact.
 - c. Names of employers with whom consultations were held with respect to the following: Job site analysis, job modification, reasonable accommodation, or rehabilitation engineering needs.
 - d. Description of consumer's general progress toward specialized Job Development plan objectives.

An electronic progress report is required monthly to document Social Security recipient Job Retention services. These reports must include confirmed wages above the Substantial Gainful Activity level plus dates and nature of all consumer and employer contacts. These reports will document the interventions necessary to enable the consumer to maintain their employment or obtain similar employment if their first job ends. SSA Job Retention reports are to be e-mailed to the DVR Social Security Reimbursement Coordinator.